

Appendix B: Customer Comments

Scheduling Process

Agencies submitted thirty comments regarding different aspects of the scheduling process. Seventeen of the agencies mentioned the length of time it takes for NARA to approve schedules as being too long. A couple of agencies asked NARA to utilize technology to improve processing speed. Other comments focused on various ways in which NARA might improve the process by making the General Records Schedules (GRS) a big bucket schedule, revising the internal review process within NARA, or improving records scheduling guidance.

Staffing

Sixteen agencies submitted comments regarding NARA's staffing. Nine agencies responded regarding the need for more appraisal archivists in order to speed up the time to approve records schedules. Six agencies specifically commented on the turnover rate of the appraisal archivists and difficulties associated with a lack of consistency in guidance received from NARA staff. On a positive note, six agencies applauded their appraisal archivists for doing a good job.

Assistance

Sixteen agencies commented on the assistance provided by NARA. Overall, agencies appeared to value NARA assistance but asked for more help with electronic records scheduling. A couple of agencies inquired whether NARA might employ technology to assist in schedule processing. However, these comments appeared to come from agencies that still use paper SF-115s.

Communication

Fifteen agencies submitted comments regarding communication issues. Some agencies felt NARA did a very good job of communicating. However, other agencies responded that more consistency was needed between appraisal archivists and that they wanted more information regarding the status of submitted schedules.

NARA Guidance

Nine agencies commented on NARA guidance and associated guidance products. Again, agencies asked for more guidance on electronic records and for consistency in interpretation. A couple of agencies commented that the Electronic Records Toolkit was not helpful because the information is not specific enough.

General Records Schedules

Ten agencies provided comments on the General Records Schedules (GRS). All respondents requested that NARA revise them to make them more usable. Two agencies specifically requested clarification on using GRS 20. Other agencies asked that NARA consider taking a "big bucket" approach to the GRS.

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Electronic Records

Six agencies submitted comments regarding electronic records. Some of the agencies asked for more assistance in this area, but a couple asked that NARA take more of a leadership role in the Federal Government.

Training

Five agencies commented on training provided by NARA and offered mostly positive comments on this service area. One agency suggested NARA offer more workshops that discussed how to obtain buy-in from agency officials. Another requested NARA offer more free workshops.

Miscellaneous

Five agencies responded “not applicable.” One agency requested that NARA shorten the approval time for SF-135s and one Washington, DC-based agency asked for a local contact rather than being regionalized to the West Coast.